

Denti-Cal Bulletin



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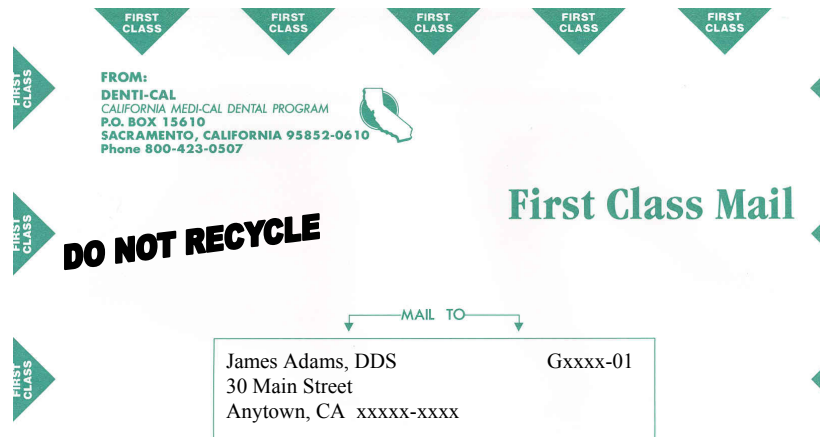
IMPORTANT UPDATE: CHANGE IN PROCEDURE FOR RETURNING RADIOGRAPHS AND PHOTOGRAPHS

Bulletin Volume 19, Number 39, released in December 2003 informed providers that radiographs and photographs will no longer be automatically returned unless specifically requested by providers. At that time, providers were instructed to clearly write "Return to Provider" on x-ray mailing envelopes, however the United States Postal Service (USPS) will not deliver any envelopes with the wording "Return...." The USPS interprets this term to mean "return to sender" and sends back the envelopes to Denti-Cal. Effective immediately, providers are instructed to use the phrase "Do Not Recycle" on mailing envelopes when radiographs and photographs are to be returned.

In the near future, stickers resembling the sample below will be available for affixing to x-ray mailing envelopes.

DO NOT RECYCLE

Until the stickers are available, it is imperative that preimprinted or typed return address x-ray mailing envelopes be used. Clearly write "Do Not Recycle" on the envelope as seen below, using no other words or phrases.



If you have any questions, please call Denti-Cal toll-free at (800) 423-0507.